

CAHPS History

Christine Crofton, Ph.D. AHRQ



Initiation of CAHPS



- Launched in 1995 Quality of health plans from consumer's perspective
- CAHPS I grants with Harvard, RAND and Research Triangle Institute
- Westat as the CAHPS User Network contractor
- Develop surveys and reports to consumers and other users
- Standardization of surveys

2



03/29/2006

Tipping Point for CAHPS Health Plan cohps Survey



- Centers for Medicare & Medicaid Services and National Committee for Quality **Assurance adopt CAHPS survey**
- Also:
 - Most Medicaid programs
 - Department of Defense
 - United States Office of Personnel Management
- 130,000,000 Americans enrolled in plans for which CAHPS data are collected



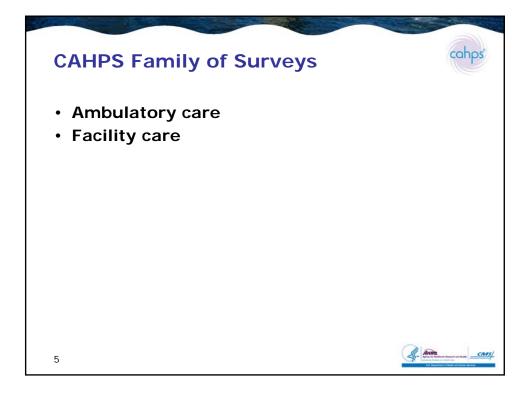
CAHPS II

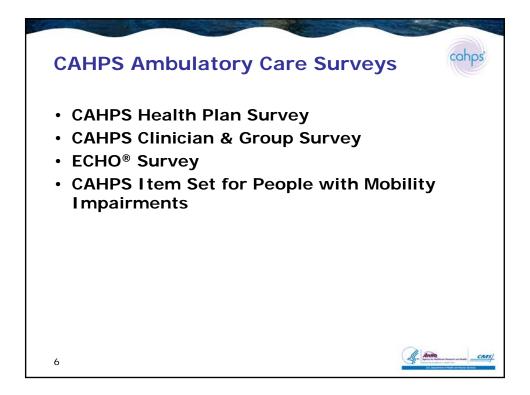


- 2002 2007
- American Institutes for Research, Harvard, **RAND**
- Westat
- Expanding to other areas of the health care system
- Updated CAHPS name to Consumer **Assessment of Healthcare Providers and Systems**
- Tools useful for quality improvement as well as choice



03/29/2006 2





03/29/2006

CAHPS Facility Surveys



- CAHPS Hospital Survey
- CAHPS In-Center Hemodialysis Survey
- CAHPS Nursing Home Resident Survey
- CAHPS Nursing Home Family Survey

7



Keys to Our Work



- Working closely with stakeholders to get their input into the products
- Providing sound scientific evidence for the surveys and reports
- Providing technical support throughout

8



03/29/2006 4